



propio

LANGUAGE SERVICES



PREMIER

Contracted Supplier

Why Propio?

PROPIO IS TRANSFORMING COMMUNICATION

Interpreter Quality

Propio's interpreter screening process is selective and rigorous. Only 20% of applicants pass Propio's quality testing. Our interpreters average 8 years of professional interpreting experience.

Screening process includes:

- Culture fit interview
- 3rd Party language proficiency test
- Mock interpreting sessions
- Written vocabulary test
- Background checks
- Equipment and technology checks
- Orientation - Code of Ethics and HIPAA

Ongoing quality assurance:

- Continuing interpreter education
- Internal call reviews
- Client call ratings
- Quality Assurance Department

Value

Propio delivers the best overall value in the industry. We offer flat rates and predictable pricing. The average client saves over 30% on annual language service expenses when switching to Propio.

- No monthly minimum charges or volume commitment
- No minimum call duration charges
- No pricing tiers or sliding scale rate
- No set-up or activation fees
- No account administration fees

Access

Propio provides on demand access to over 200 languages, 24 hours a day/7 days a week/365 days a year. No special devices or equipment rental required - you can connect from any phone, tablet, or computer. Average connect times of 10-25 seconds.

Customized account options:

- Unique dial-in number with local area code
- Auto-attendant (top 7 languages with voice recognition)
- Call intake questions
- Invoicing and reporting
- Dial-in numbers for LEPs to call directly

Client support:

- Implementation Team to oversee onboarding
- Client Success Manager to support each client
- Client Portal to view invoices and call data
- 24/7 technical and customer support
- Robust telehealth capabilities and integration: Zoom, WebEx, Doxy, Doxemity, ECW, and others

To explore how we might be able to help meet your needs through our interpreting services, please call or email us:



(913) 381-3143



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